

Comparisons of Job Characteristics

Focus Occupation: Reservation and Transportation Ticket Agents and Travel Clerks (43-4181)

Associated Occupation: Cargo and Freight Agents (43-5011)

Compare Knowledge

Compare Skills

Compare Abilities

Compare Detailed Work Activities

Compare Tools and Technologies

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

Knowledge

Similarity of Focus Occupation to Associated Occupation: 83

Focus Occupation: Reservation and Transportation Ticket Agents and Travel Clerks (43-4181)

Associated Occupation: Cargo and Freight Agents (43-5011)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Transportation	4.6	15.1	8.0	<<	Extensive education and/or training may be required
Customer and Personal Service	11.3	13.8	18.4	>>	Current knowledge level is likely more than sufficient
Administration and Management	8.4	8.3	7.3	<	Expanded education and/or training may be required
Geography	3.9	6.6	5.0	<	Expanded education and/or training may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Skills

Similarity of Focus Occupation to Associated Occupation: 93

Focus Occupation: Reservation and Transportation Ticket Agents and Travel Clerks (43-4181)

Associated Occupation: Cargo and Freight Agents (43-5011)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Speaking	10.8	12.0	12.5	0	Current skill level may be sufficient
Negotiation	6.8	10.5	9.5	<	A higher skill level may be required
Time Management	8.9	10.0	8.3	<	A higher skill level may be required
Service Orientation	7.9	9.0	12.8	>>	Skill level is likely more than sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Abilities

Similarity of Focus Occupation to Associated Occupation: 90

Focus Occupation: Reservation and Transportation Ticket Agents and Travel Clerks (43-4181)

Associated Occupation: Cargo and Freight Agents (43-5011)

Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Oral Comprehension	12.5	13.6	13.9	0	Current ability level may be sufficient
Oral Expression	12.4	13.3	14.9	>	Current ability level is likely sufficient
Written Comprehension	11.0	11.5	10.8	0	Current ability level may be sufficient
Speech Clarity	10.2	10.1	14.0	>>	Current ability level is likely more than sufficient
Written Expression	9.8	10.1	8.9	<	Some improvement in abilities may be required
Selective Attention	8.7	8.6	8.1	0	Current ability level may be sufficient
Mathematical Reasoning	6.3	7.0	6.3	<	Some improvement in abilities may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 67

Focus Occupation: Reservation and Transportation Ticket Agents and Travel Clerks (43-4181)

Associated Occupation: Cargo and Freight Agents (43-5011)

Work Activities	Exclusivity of Activity
Answer customer or public inquiries	41
Calculate monetary exchange	67
Collect payment	49
Provide customer service	14
Read maps	42
Sell products or services	69
Use computers to enter, access or retrieve data	3

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Tools and Technologies that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 45

Focus Occupation: Reservation and Transportation Ticket Agents and Travel Clerks (43-4181)

Associated Occupation: Cargo and Freight Agents (43-5011)

Tools and Technologies	Exclusivity
Business function specific software	1

Computer printers	2
Computers	1
Content authoring and editing software	1
Data management and query software	1
Industry specific software	1
Information exchange software	1
Network applications software	1
Personal communication devices	2

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.